IT Strategic Plan Outline 2004-2007

IT GOALS (what we want to achieve)	1. Provide 'anytime', 'anywhere' communications	2. Provide Enterprise IT Security & Privacy	3. Provide data sharing & data analysis	4. Provide Self-services	5. Provide enterprise-shared IT services & Enterprise Applications	6. Provide Cost-effective & Timely IT Services
IT Objectives *(further clarification of the goals)*	♦ Provide economical mobile computing capabilities ♦ Facilitate web connectivity for County business services (G2B) ♦ G2G –other govs. ♦ G2C - Citizen ♦ G2V - Visitors ♦ G2E - employees	♦ Provide Enterprise IT Security ♦ Provide Enterprise Privacy ♦ Ensure disaster recovery and business continuity capabilities	♦ Single source of data origin and storage of "data of record" ♦ Improve cross- and inter-agency utilization of County data ♦ Provide data organization and tools to enable management decision-making	♦ Promote on-line access to County information ♦ Conduct electronic transactions ♦ Ensure customer ease of use ♦ Ensure service is the same regardless of the channel ♦ Lower service delivery cost	♦ Avoid duplication of effort ♦ Ensure similarity of user experience (Nirvana) ♦ Lower business unit individual costs ♦ Reduce complexity, increase flexibility and improve maintainability ♦ Provide resources, tools, and guidelines	♦ Minimize IT Costs
IT Initiatives	♦ Mobile computing applications and appliances ♦ Subscription based services (business partners) ♦ Interactive forms (Liquid Forms) ♦ Electronic signatures ♦ Remote Access Implementations	♦ Ensure Network Security ♦ Ensure Enterprise Authentication ♦ Ensure Enterprise Data Privacy	♦ Operational Data Integration ♦ Data Marts & Warehousing	♦ Identity management ♦ Electronic authentication & authorization ♦ CRM ♦ Interactive forms (Liquid Forms) ♦ Content management ♦ Subscription services (portal technology) ♦ Employee Training ♦ Dynamic Content Management	♦ Provide enterprise Document Management ♦ Enterprise Project Server ♦ Common payment processing ♦ Establish a standard collaboration environment (eRoom) ♦ Provide application integration services	♦ ITIM Initiative ♦ Application Framework Model ♦ Outsource Contract Administration ♦ Project Management Training ♦ More cost effective Work Order Processing ♦ IT Consolidations ♦ Ensure IT Disaster Recovery/ Business Continuity plan

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IT Projects	• Mobile
	  ✓ Mobile for health Inspectors
	  ✓ Mobile for permit inspectors
	  ✓ Mobile for appraisers
	  ✓ Mobile for work orders (public Works)
	  ✓ Mobile for Police & Fire
	  ✓ Mobile for Animal Control
	♦ Remote Access
	♦ Eliminate VPN
		♦ Network Security
		  ✓ Intrusion
		  ✓ Virus
		♦ Authentication
		♦ Classification of County data for Privacy
		♦ Determine records management implementation
		♦ Monitor and comply with State & Legislative Privacy Requirements
			♦ Integration Broker
			♦ Enterprise Data Model
			♦ Develop Enterprise Data Warehouse
			♦ Data warehouse, ETL, BI tools selection, implementation and training
			♦ Develop IT Governance for Data Sharing & Analysis
				♦ Determine & Implement Enterprise Identity Strategy
				♦ Determine & Implement transaction classifications
				♦ Develop CBT training for employees
					♦ Directory Services
					♦ Portal Development
					♦ Shared Presentation Services
						♦ Workshop on Scope of Work Development
						♦ IT focused Project Management Courses
						♦ Training in Capturing IT Costs
						♦ Determine ITIM Tools & Implement
						♦ Training on Business Case Analysis
						♦ Training on ROI Analysis
						♦ Storage Consolidations
						♦ Server Consolidations
						♦ Applications Consolidations
						♦ VOIP Implementation
						♦ Disaster Recovery Plan